



Announcement No. 23-023

August 9, 2023

## **Temporary Customer Service Representative TREASURER DEPARTMENT**

Under the direct supervision of the City Treasurer/Finance Director, provides general departmental support, with emphasis on positive public/customer relations, serves as primary contact for citizen inquiries by email, telephone, and in person. Performs work of moderate difficulty related to sharing information/answering questions, recording and processing billing, cash handling, financial and routine accounting, support services, and record maintenance.

Performs a variety of clerical accounting duties, including collecting fees for utility billing, taxes, special assessments, and all other revenue due to the City, processing appropriate receipts and posting transactions.

Assists customers/citizens via telephone, email, and in-person in answering inquiries, assisting with utility activation/terminations, explaining details regarding billings for taxes, utilities, and other city invoices, and resolving customer issues.

This role starts as a part-time, temporary position with the potential for future full-time growth. The hourly rate of pay is \$20.94

### **Required Knowledge, Skills, Abilities and Minimum Qualifications:**

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

- ✓ High School Diploma or equivalent, with additional applicable related course work as necessary to maintain ability and skills
- ✓ A minimum of three years of related experience.
- ✓ Knowledge of and ability to interpret basic accounting and banking practices.
- ✓ Working knowledge of and ability to accurately perform basic office procedures.
- ✓ Knowledge of and ability to use a computer to prepare reports, maintain records, search for and compile data.
- ✓ Knowledge of and ability to use the following software: Microsoft Office: Word, Excel. Google Suite: Email, Calendar, Hangouts, Meet; BS&A Modules

Please submit a completed application online at <https://www.traversecitymi.gov/jobs/>.

**Traverse City is an Equal Opportunity Employer**